

HOW SAFE  
IS YOUR CHILD FROM  
CYBER-SHARKS?

THOMAS E. DELSHANTY, II  
United States Attorney  
District of Maine

Internet safety guide  
for parents

A photograph of a young child with blonde hair, wearing a red long-sleeved shirt and blue jeans, sitting on a black playground slide. The child is looking down. In the background, there are yellow metal railings and a concrete walkway. A large, semi-transparent target graphic with concentric circles is overlaid on the bottom left of the image. The text "even YOUR CHILD can become a target" is printed in a white, pixelated font across the middle of the slide.

even YOUR CHILD  
can become a target

Dear Parent,

The Internet is now a significant part of our daily lives. Social networking, texting, smart phones, shopping, online gaming, chat rooms, banking and all kinds of research have become a life line to our friends, family and the world. Although the Internet is an important tool for us, it is far more than that for our children. Whether we like it or not, the Internet is a major component of their lives and is essential to how they interact with the world.

As with all important technological advances, the Internet comes with risks. People intent on harming children have become masters at manipulating the Internet to gain access to and communicate with potential victims. Other children may use the Internet for electronic bullying and harassment that may be just as devastating. For our children to recognize and avoid these risks, they need education and a new set of tools. If we enhance their critical thinking skills, help them clearly articulate personal boundaries – whether online or offline – and nurture compassion for others, we will help our families detect unsafe situations and avoid hurting others.

Parents must be the first line of defense against online victimization. It is in this spirit that we enclose our second edition of the "Internet Safety Guide." I urge you to read this booklet carefully and to use it as a starting point for an ongoing conversation with your children about Internet safety. It will take a community-wide effort to safeguard our children. That effort will only be successful if all parents teach online safety at home, monitor their children's Internet activities, and talk openly with their children about the risks, even at a very young age. Your children are much less likely to be victimized if you're actively involved in their Internet lives, working with them to understand the risks and consequences.

I encourage you to explore the [www.NetSmartz.org](http://www.NetSmartz.org) online resource guide on Internet safety and computers, and hope you find this booklet a helpful resource for beginning the discussion with your children.

Thank you,



A handwritten signature in blue ink, which appears to read "Tom Delahanty".

**Thomas E. Delahanty, II**  
**United States Attorney**  
**District of Maine**







[www.mecasa.org](http://www.mecasa.org)

STATEWIDE SEXUAL  
ASSAULT CRISIS AND  
SUPPORT LINE  
1.800.871.7741  
TTY 1.888.458.5599

Your local sexual assault  
support center is an  
excellent resource for you  
and/or your child if they  
have been a victim of an  
online predator.

This is a confidential 24-  
hour toll-free hotline  
accessible from anywhere  
in Maine. Calls are  
automatically routed to the  
closest sexual assault  
support center.



[www.maine.gov/ag](http://www.maine.gov/ag)

VISIT THE CHILDREN & FAMILIES LINK AT THE MAINE  
ATTORNEY GENERAL'S WEBSITE

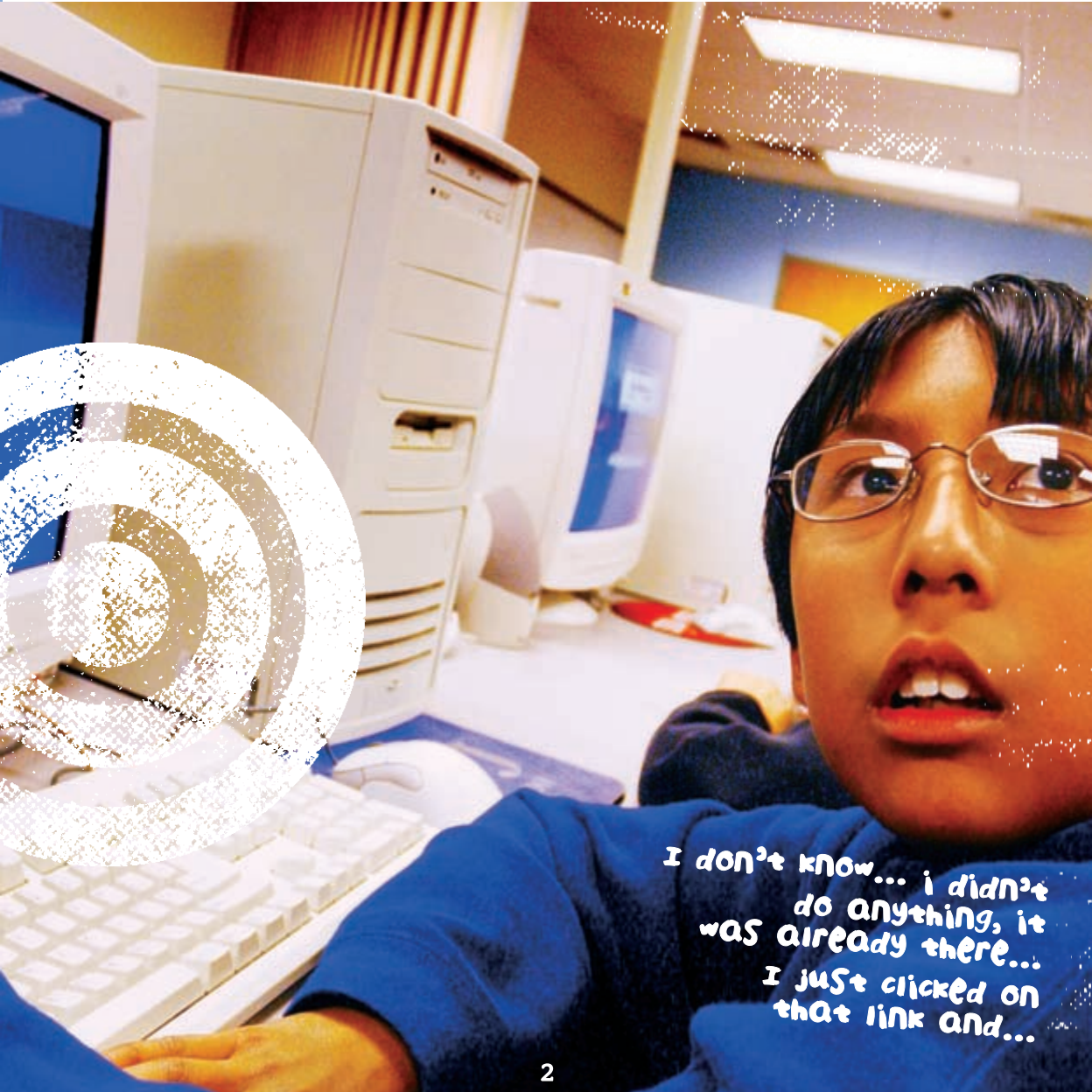
The Internet is a  
huge information source  
and it's a valuable tool  
for adults and children.  
However, because of its  
anonymous nature, it is  
also a breeding ground  
for abuses from childhood  
bullying to identity theft  
to sexual exploitation.

OFFLINE, a predator will  
often befriend  
the parents as well  
as the child, because the  
parents are the gatekeeper  
to the child.


ONLINE, there is no  
gatekeeper. Education is  
your greatest tool.

If you would like an Internet Safety  
presentation in your community or school, you  
can contact the office of the Attorney General  
at 1-207-626-8800 or your local sexual assault  
support center at 1-800-871-7741.





I don't know... i didn't  
do anything, it  
was already there...  
I just clicked on  
that link and...



hmmm...  
but didn't he write he  
just turned 20? ...  
it's a cute doggie he got  
for me though...

## THE PROBLEM IS SERIOUS:

- >>> 1 in 7 youth have been sexually solicited online
- >>> 1 in 3 youth have been exposed to sexually explicit pictures online without seeking or expecting them
- >>> 1 in 10 youth have met someone face to face they met online
- >>> 2 out of 5 youth trust the people they talk to on the Internet
- >>> More than 80 percent of youth spend at least an hour a week on the Internet
- >>> Today's youth use chat rooms and instant messaging as their primary means of communication

## Cyber predators are tough to spot.

### Who are cyber-predators?

### Not who you think.

- They are likely to have above average intelligence and income
- They may have a successful career
- They may be married with children of their own
- They may have no criminal history or none related to sex crimes
- Most are male, white, and older than 26
- They may be perceived as "the last person you would expect to be a predator"

## WHO DO PREDATORS TARGET?

## ANYBODY!

## HOW DO THEY LURE CHILDREN?

- It usually begins in a chat room
- A predator pays close attention to what the youth is saying - within 45 minutes they can access where the child lives, goes to school, what they do for fun, what their real name is, and on and on
- The predator can move the chat from online to the phone and ultimately to a face-to-face meeting

Remember, being the target of a predator has nothing to do with intelligence, street savvy or even how much your child knows about the Internet. **It can happen to anybody.**

The search for the potential victim usually begins in a chat room, but your child might catch the attention of a predator from **information they have provided on their blog or profile** on a social networking site like **myspace.com**.



**The predator looks for clues about the child:** what they like to do, the type of music they listen to, what they do for fun, and how old they are. **Much of this is often in the child's user name.** A predator pays close attention to what the youth is saying in a chat room or what they have written and posted online.

The predator can then ask to be included on the child's "buddy list" and be able to tell every time the child is online. A buddy list is a feature that keeps the names and addresses of others who are contacted frequently in a chat room, somewhat like a chat room address book. When a user signs into an instant messenger service, their screen name will automatically appear in the "buddy list" of anyone else online who has saved their online ID as a "buddy." Communication can then begin instantly.

**Anonymity online allows the predator to become a friend.** In normal circumstances, your child would never develop a relationship with an older person. But online, that

predator can claim to be Prince or Princess Charming because it's easy to lie online.

Over time, the predator can develop a relationship with the child and build trust with him/her. **The predator will ask the child to keep their relationship secret.** Later the predator can use the secrecy as a weapon against the child - threatening him/her with telling their parents or even harming the child if he/she tries to end the relationship.

IN REAL LIFE, a predator can befriend the parents as well as the child, because they are the gatekeeper to the child.  
ONLINE, there is no gatekeeper.  
Chat rooms that attract youth also attract predators.

At some point, the predator can move the relationship to the next phase. They can engage in phone calls with the child. **The ultimate goal is to arrange a face-to-face meeting,** frequently for the purpose of a sexual encounter, but sometimes the consequences are deadly.

PARKING  
DELIVERIES  
ONLY

the guy was supposed be here  
already! I cannot wait to  
get my new game...

I mean, how cool is  
that: he just offered...






BRB TAW...



As a parent, you're probably not up to date on the latest in **ONLINE LANGUAGE**. See how many of these common online acronyms you recognize:

1. ASL
2. POS
3. P911
4. BEG
5. FMTYEWTK
6. 121
7. KOL
8. MOTOS
9. WIBNI
10. LMIRL
11. SAW
12. TAW
13. WTGP

- 
1. AGE/SEX/LOCATION
  2. PARENT OVER SHOULDER
  3. PARENT ALERT
  4. BIG EVIL GRIN
  5. FAR MORE THAN YOU EVER  
WANTED TO KNOW
  6. ONE TO ONE
  7. KISS ON LIPS
  8. MEMBER OF THE OPPOSITE SEX
  9. WOULD'N'T IT BE NICE IF...
  10. LET'S MEET IN REAL LIFE
  11. SIBLINGS ARE WATCHING
  12. TEACHERS ARE WATCHING
  13. WANT TO GO PRIVATE?

Don't feel bad if you don't. A national survey showed that only between 4 and 8 percent of adults could correctly identify the acronyms.

Here's an EXAMPLE OF AN ONLINE CHAT that a child could experience and how it can move to the next level:

**A** Child starts chat, expresses feelings that the predator can easily pick up on.

**B** Predator begins "grooming" by expressing empathy to gain the child's trust.

**C** Child further expresses trust in the person he/she is chatting with, encouraging the predator.

**D** Further expression of empathy from predator.

**E** The child's frustration is evident to the predator who takes full advantage of the child by portraying himself as a trusted confidant.

**F** Predator offers a way to entice the child.

**G** Of course, there is no "rich uncle." The predator gives that impression to the child by waiting for a period of time before sending his next message.

**A** **CHILD:** my mom sux! its her falt that my parents are gettin divorced

**B** **PREDATOR:** i no. my parents r2.

**CHILD:** we never have \$\$ nemor  
(*"We never have money anymore."*)

**CHILD:** evry time i need sumtin she says the same thing "we cant aford it"

**CHILD:** when my parents were 2gether i could buy stuff

**C** **CHILD:** now i cant

**D** **PREDATOR:** me to. i hate dat.

**CHILD:** i w8ed 6 mos for this game to come out

(*"I waited 6 months for this game to come out."*)

**CHILD:** my mom promisd me wed get it.

**CHILD:** can i get it now? nope.

**CHILD:** we dont have enuf \$\$\$.

**E** my mom sux!

**PREDATOR:** wow. dats tuf

**F** **PREDATOR:** i hav a realy cool uncle

**PREDATOR:** buys me things all the time

**PREDATOR:** he has lots o \$\$\$

**CHILD:** ur sooooo lucky!

**PREDATOR:** i got an idea. ill see if hell by it 4 u.

**CHILD:** really? thx man!

**PREDATOR:** brb gonna call him

**G** (*"Be right back. I'm going to call him."*)

**PREDATOR:** w00t! he said k

**CHILD:** wow realy? thx i cant  
bleve it.

**PREDATOR:** where do u live?

**CHILD:** ptlnd, me u?

*("Portland, Maine. You?")*

**PREDATOR:** portsmouth, nh uncle 2.  
ne malls near u? *("Portsmouth, New  
Hampshire. Uncle, too. Any malls  
near you?")*

**CHILD:** maine mall.

**PREDATOR:** ive herd of that one.  
Saturday ok?

**CHILD:** sounds good.

**PREDATOR:** b ther at 12

**CHILD:** k. meet at the game store.

**PREDATOR:** k!

**CHILD:** well g2g. thx again dude

*("Well, got to go.*

*Thanks again, dude!")*

**CHILD:** this is awesome!

**CHILD:** TTYL! *("Talk to you later!")*

**PREDATOR:** l8r *("Later.")*

**H** Predator expresses excitement, tells the child the "uncle" will buy the game.

**I** Predator starts asking for clues about the child, begins the process of scheming to find out where the child is to arrange a face-to-face meeting.

**J** The predator will place himself in close proximity to the child, regardless of his actual location.

**K** Child has actually just determined the final meeting place without realizing the danger he/she is in, even though trust has been built up with the new "friend."

**L** Predator finalizes the meeting.

**M** The predator now has all the information he needs to meet the child face to face.

THE GROOMING PROCESS





**WARNING SIGNS THAT YOUR CHILD  
MIGHT BECOME A VICTIM AND  
WHAT TO DO ABOUT IT**



1. Your child becomes withdrawn from the family, isolates him or herself more often

Talk to your child, his/her teachers, consider counseling.

2. He/she is spending more time online

What is he/she doing that is causing them to spend so much time online? Research for school? Chats? Downloading? Games? Use your web browser's "Internet History" to view the websites that have been visited.

3. He/she turns off the screen when you walk in the room

What does your child not want you to see? Are they ashamed of something? Talk to them about their online activity. Be aware, though, that prying too much could foster paranoia in your child and lead to more secretive behavior and further isolate themselves from you.

4. You find disturbing pictures on the computer

If it's adult porn, talk to your child. If it's child pornography, save the images but do not print or e-mail them, and contact the authorities immediately.

5. Your phone bill has calls to unknown numbers

There are a number of tools available online to search telephone numbers. Do a reverse phone directory search online to find out whose number it is. The reverse number search will give you a name and an address that is associated with the telephone number.



oh nothin', just doin'  
research on the internet  
for my paper



nevermind...  
my online buddy is  
better anyway



## WHAT CAN YOU DO TO KEEP YOUR CHILDREN SAFE IN CYBERSPACE?

### **6. Your child receives mail/gifts/packages from senders you don't know**

Track the package, research who it is from. Use the same tools the abusers use to find out information about them, such as reverse address directory searches, telephone directory searches, email address searches, Google searches, etc. **Once the relationship reaches this level, it's time to intervene.** A face-to-face meeting may be in the planning stages.

To report an unsafe situation online, go to websites like:  
[www.mcctf.org](http://www.mcctf.org)  
[www.thelost.org](http://www.thelost.org)  
[www.missingkids.com](http://www.missingkids.com) or  
[www.MECASA.org](http://www.MECASA.org)

If you suspect a face-to-face meeting has been arranged, contact local law enforcement immediately.

First and foremost, talk to your children openly and frankly. Be available to answer questions and concerns. Let them know about Internet dangers including identity theft, exposure to sexually explicit or violent material, and sexual predators.

Make it safe for them to come to you with concerns about people they've met online, when an inappropriate pop up appears or someone sends inappropriate materials to them and if someone harasses or threatens them online.

Educate yourself and your children about the risks involved in Internet use. People can pretend to be anyone, and their intentions are oftentimes not good.

Use separate user profiles, content filtering software and/or ISP filters, web browser controls, and/or your web browser's Internet history to monitor and filter what your child is doing on the Internet. Take the router out. See the section Tools for more information.



## ONLINE ACTIVITIES and their POTENTIAL CONSEQUENCES:

### 1. Filling out online profiles

Filling out profiles will allow abusers and bullies to see personal information about your child, such as their real name, phone number, address, school name, etc. and will allow the abuser to "find" your child.

### 2. Downloading pictures from an unknown source

Downloading a picture may bring hidden viruses, which may destroy your computer, or place "cookies" that allow the sender to track where you or your child goes on the Internet, as well as key stroke trackers that may be used to steal your child's identity.

### 3. Responding to postings that are belligerent or harassing


These messages are often posted by the author simply to get a reaction from people to see who will respond and to get a conversation going.

### 4. Posting pictures on the Internet

In addition to allowing anyone to get a look at your child, digital photo manipulation could put your child's face on another body, which could be spread all over the Internet, or your child could be black-mailed into sending more photos.

### 5. Posting on blogs and social networking sites

Because these popular online features are virtual diaries, they give anyone online a more intimate look into your child's thoughts and feelings. By reading postings on a blog, a bully or abuser can get a greater insight into a child's vulnerabilities, likes and dislikes and can "tailor" a message targeted to your child. Even though it may take longer to learn about your child, the posting of your child's thoughts and feelings may provide more information than even an online profile.



### 6. Chatting with strangers in a chat room

It's easy to lie online because a person's identity can be easily disguised, so seemingly innocent conversations can easily have harmful ulterior motives. Don't believe everything someone tells you in a chat room.

### 7. Using a webcam

For anyone who wished to harm your child, a webcam is the next best thing to an in-person meeting. By allowing people to view a webcam, your child is essentially opening the shades to your home or his/her bedroom and allowing a complete stranger to watch through that window. Anyone can use what they see to take advantage of your child. They may record the video your child sends and post it for the world to see or simply wait and use it against your child later.

### 8. Accepting webcam views from strangers

By accepting an invitation to view live webcams from strangers, your child could be exposed to nudity and sexually explicit material which could be disturbing. Ask your child to never accept an invitation to view a webcam or click on a link in a chat room.

### 9. Arranging a face-to- face meeting with someone met online

Your child could be hurt, molested, raped, kidnapped or worse during a face-to-face encounter.



Hi, ASL?





## **AGE APPROPRIATE GUIDELINES**

Know the age rules for different sites. Then set your own standards. The rules and guidelines that you establish for young kids, preteens and teens will most likely be tailored to their ages and abilities. When establishing rules and guidelines, it's important to remember that teenagers are especially protective of their privacy, are the least willing to share what they are doing online, and will be the first to tell you that they don't want to be treated like a child. They are more independent online, more computer savvy and more likely to spend time in chat rooms and instant messaging than other age groups. Keep this in mind when you create age appropriate Internet usage for your kids. Also keep in mind that it is your responsibility to keep your children safe.


Here are some general guidelines to impress upon your kids, although some of them apply more to teenagers.

- **BE EXTREMELY SKEPTICAL ABOUT BELIEVING WHAT YOU READ ON THE INTERNET, ESPECIALLY FROM SOMEONE IN A CHAT ROOM.** It is extremely easy to lie online, especially if someone is trying to gain your trust so you will let your guard down.
- **BE CAREFUL ABOUT WHAT INFORMATION YOU GIVE SOMEONE ONLINE, ESPECIALLY PERSONAL INFORMATION THAT CAN BE USED TO FIND YOU.**
- **DO NOT MEET SOMEONE IN PERSON THAT YOU MET ONLINE.** Once your teenager has gotten their driver's license or if they use public transportation, it can be very difficult for you to prevent this from happening. You might want to express how dangerous it is to meet someone ALONE and if they cannot be persuaded to not meet someone from the Internet, to at least bring a friend and meet in a public place.
- **DO NOT DOWNLOAD FILES A STRANGER HAS SENT YOU.** They can contain inappropriate material or computer viruses.
- **DO NOT VIEW THE WEBCAM OF A STRANGER.**
- **BE VERY SENSITIVE TO WHAT KIND OF INFORMATION YOU PUT IN YOUR ONLINE PROFILE, BLOG, OR SOCIAL NETWORK (i.e. MySpace or Facebook).** Don't include any information that could be used to locate you. Remember to make your blog entries private or for friends only.



yeah, but you  
promised you would not tell anyone!  
... k fine. I will tell dad about  
you chatting with the weirdos  
all the time...





HONEY...  
I JUST WANT YOU TO BE SAFE.

.. all right mom... i understand



## How to talk to your teenager about Internet safety:

- Your teenager is gaining independence and struggling to get away from parental control. **Protect them without alienating them by letting them have some independence while still providing parental guidance.** Be involved with what they are doing on the Internet with appropriate respect for their privacy. Make sure they still feel comfortable talking to you about what they do on the Net.
- **Teach your children to be critical thinkers.** Show your teens that you trust them to make good decisions. **Encourage them to protect themselves by being vigilant and cautious.** Ask critical questions concerning the speed, intimacy or disclosures that an online friend pursues.
- **Set reasonable expectations.** You can't expect a teenager to completely avoid chat rooms, but you can expect them to not give a stranger their personal information.
- **Remember, the Internet plays a critical role in their world.** If you find they are doing something online you find inappropriate, **choose a punishment carefully** and remember that teenagers are going through a difficult and exciting time of change and new discoveries.

• **Be supportive!**



• **Visit sites with your children.** Clearly define for them **what you consider inappropriate.** Ask your child to show you how to navigate through the sites they have chosen. Google your child's name and explore privacy settings.

### Learn about the Internet.

Don't put your head in the sand. Study. Some helpful sites for parents are:

[www.netsmarz.org](http://www.netsmarz.org) and  
[www.getnetwise.org](http://www.getnetwise.org).

**Get and install filtering software onto your computers.** These websites can direct you to the right software that's best for you: [www.getnetwise.org/tools/](http://www.getnetwise.org/tools/) or [www.filterreview.com](http://www.filterreview.com).


### **If you think your child might be engaged in suspicious activity on the Internet:**

You can check the computer's Internet History to see the websites that have recently been visited. You can also take the computer into a computer services store. They can provide a full diagnostic evaluation to tell you exactly where your computer has been online and the types of activities that have taken place online using your computer.

## WHAT TO DO IF YOUR CHILD BECOMES A VICTIM

If your underage child has received a SEXUAL SOLICITATION ONLINE, contact local law enforcement officials, the Maine Computer Crimes Task Force ([www.mcctf.org](http://www.mcctf.org)), or the National Center for Missing and Exploited Children ([www.missingkids.com](http://www.missingkids.com)).

If you or your child has received CHILD PORNOGRAPHY, call local law enforcement immediately and do not delete the images. DO NOT EMAIL or PRINT THE PHOTOGRAPHS! If you do, you will be committing a crime.



If you have concerns regarding your child and their safety online, contact your local sexual assault support center at 1-800-871-7741.

## INTERNET SAFETY TOOLS FOR PARENTS

There are a number of different tools parents can use to protect their children from the dangers of the Internet. Although none of them are foolproof, they can help. Here are a few:

- Be Accessible and Approachable
- Computer Placement
- User Profiles
- Web Browser Controls
- Viewing Internet History
- Filtering/Blocking/Monitoring Software
- Filtered ISPs

### Be Accessible and Approachable

Monitoring online behavior may seem intrusive and insulting to your teen. Strong reactions, even concern, may seem judgmental. Show objectivity: step back, analyze, consider consequences. Model critical thinking. Consider personal boundaries. Show that you value their ability to detect and defend against online exploitation by developing their own critical thinking skills. Start this conversation when your children are still young.

### Computer Placement

Remember, the family computer is not the only line of access to the Internet available to your children. They may also have easy access to Smartphones, school and community computers and other electronic devices. By keeping the computer in a common area of your home, you reinforce the message that Internet use must be responsible use and that there are consequences for inappropriate use.

### User Profiles

Newer versions of Windows and Apple's OS allow for multiple user profiles to be set up. Every person who uses the computer can have their own user name and password. In order to gain access to the computer, the user name and password are required. This allows for different levels of access to be setup for each of the different users and also makes it easier to track and find out what each of the different users are doing on the computer. To get more information about setting up user profiles, consult your computer's help files.

### Web Browser Controls

Most web browsers have a way to filter and block inappropriate websites from being accessed. Web browser settings can be used in conjunction with user profiles to fine tune the level of access different users have on the Internet. By fine tuning these controls, you can customize the types of content that each user can gain access to. To get more information on using these settings, consult your browser's help files.

### Viewing Internet History/ Temporary Internet Files

In order to track your child's online activity, you can use the Internet History and Temporary Internet Files to see what websites have been accessed recently. More savvy computer users can easily delete this information from easy access, but this information is still typically accessible by a computer expert. For more information about viewing Internet history and temporary Internet files, consult your browser's help files.



## Software

There are many different software programs available for purchase that help make the Internet safer for your children. Some of the **options** these programs can give you are:

- Blocking chat rooms and/or instant messaging
- Blocking downloads
- Disabling links in chat rooms
- Allowing only approved addresses to email your child
- Filtering websites
- Filtering searches or allowing your child to use child-safe search engines
- Recording instant message conversations or chat room conversations
- Notifying you when your child tries to access an inappropriate website
- Limiting the time your child spends online
- Operates in the background without your child's knowledge
- Allowing third-party rating of websites



- Recording every key stroke your child makes
- Recording and sending you pictures of your child's computer screen as they are using it

Not all of these options are included in each software program. Each program is different. Compare some of these programs and find which one suits your needs.

## Filtered ISPs

Most Internet Service Providers, such as AOL, Comcast, MSN and Time Warner may also be able to provide you with some filtering and blocking tools to help protect your child online. Contact them for more information.





# OTHER IMPORTANT INFORMATION to protect you and your family online

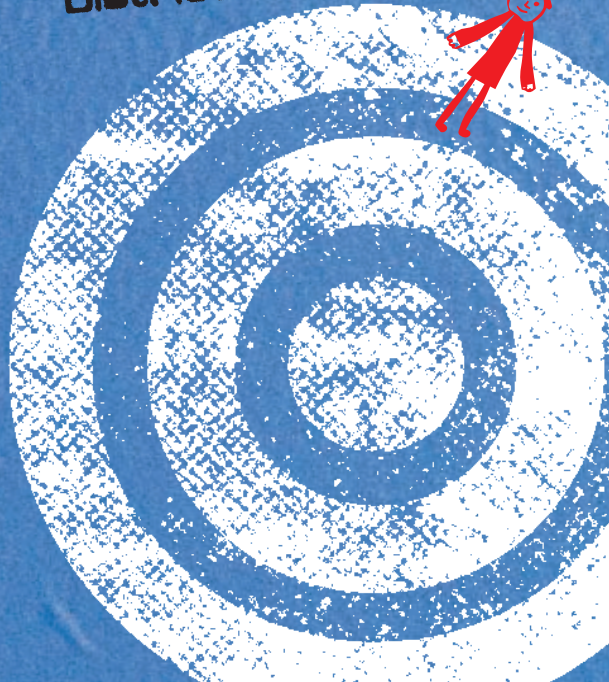
You are responsible for what you post on the Internet. To avoid unsafe situations for you, your family or for others, **THINK BEFORE YOU ACT**. Understand what it means to be a critical consumer of the Internet.

**IF SOMETHING SEEMS TOO GOOD TO BE TRUE**, it probably is. Don't believe someone wants to give you money for nothing.

**FORWARDING A MESSAGE MAY PERPETUATE A MYTH**. Don't help spread another "Urban Legend" around the Internet. Learn the truth at websites like [www.snopes.com](http://www.snopes.com) or do an Internet search. Spreading rumors is wrong offline and it can be even more harmful online because it can spread faster.

**SUCCESSFUL FRAUDS AND SCAMS LOOK LEGITIMATE**. Don't let an authentic-looking email that appears to be from your bank, credit card company, lottery commission, or representative of a will or estate fool you into revealing your personal information or sending money.

THOMAS E. DELAHANTY, II  
United States Attorney  
District of Maine





### CHECK IF THE SITE IS SECURE.

Remember, while more secure sites have a small padlock icon in the lower corner of your browser and the address starts with "https" rather than "http," this does not guarantee that the site is legitimate.



**RESPONDING TO EMAILS** that ask you to respond (or your account will be closed) are typically an attempt to steal your personal financial information.

**"UNSUBSCRIBING" TO UNSOLICITED MESSAGES** only confirms to spammers that you're receiving their emails.

**OPENING AN ATTACHMENT FROM AN UNKNOWN SENDER**, especially ".zip" files, may install viruses that can damage your computer and possibly the computers of everyone in your address book.

**INSTALL UPDATED VIRUS AND SPYWARE PROTECTION** to prevent your computer from becoming infected.

**INSTALL A PERSONAL FIREWALL ON YOUR COMPUTER** to prevent hackers from secretly installing spyware or accessing files on your computer.



### KEEP ON TOP OF THE LATEST SCAMS

You can access consumer alerts at the Attorney General's website:  
[www.maine.gov/ag/](http://www.maine.gov/ag/) and click on Consumer Protection